



Washington Public Mental Health

Benefits Booklet

For People Enrolled in Medicaid



Washington State Department of Social and Health Services

Division of Behavioral Health and Recovery

PO Box 45330 • Olympia WA 98504-5330

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CAMBODIAN

如果您看不懂這種語言，請電1-800-446-0259 請求幫助。

CHINESE

If this is not in a language you can read, please call 1-800-446-0259 for help.

ENGLISH

이 내용의 글이 귀하가 읽지 못하는 언어로 쓰여져 있으면 1-800-446-0259로 전화하여 도움을 요청하십시오.

KOREAN

ຖ້າບໍ່ແມ່ນພາສາທີ່ທ່ານອ່ານໄດ້, ກະຮຸນາໂທຫາ 1-800-446-0259 ເພື່ອຂໍຄວາມຊ່ວຍເຫລືອ.

LAOTIAN

Если данный документ напечатан на языке, на котором вы не можете читать, пожалуйста, обратитесь за помощью, позвонив по телефону 1-800-446-0259.

RUSSIAN

Haddii aysan tani ahayn luqadda aad akhrin kartid, fadlan wac 1-800-446-0259 si lagu caawiyo.

SOMALI

Si esto no está en un idioma que puede leer, por favor llame al 1-800-446-0259 para recibir ayuda.

SPANISH

Nếu đây không phải là ngôn ngữ của quý vị, xin hãy gọi số 1-800-446-0259 để được giúp đỡ.

VIETNAMESE

1-800-446-0259

<http://www.dshs.wa.gov/dbhr/pubs.shtml>

Dear Medicaid Recipient,

Children and adults enrolled in Medicaid may be eligible for mental health services as well as medical coverage. This benefits booklet will help answer many questions about these services including:

- How to get mental health services and what to do in an emergency.
- Mental health services available under the Medicaid Mental Health Program run by the Division of Behavioral Health and Recovery (DBHR).
- Your rights when you receive help.
- How you and your family members can be involved in helping us provide better services.
- Information about medical care.
- What to do when you aren't satisfied.

For more information on the public mental health system run by DBHR, you may want to look at the laws and rules. You can look in the Revised Code of Washington (RCW) Chapters 71.05, 71.24, 71.34 and the Washington Administrative Code (WAC) 388-865-(0100-0600). You can find these on the internet at <http://www.leg.wa.gov/pages/home.aspx>.

Mental health information is also available at The Department of Social and Health Services (DSHS) site at <http://www1.dshs.wa.gov/mentalhealth>.

Besides the information provided in this booklet, there are people who can help you find other mental health services that may be available. You may call 1-800-562-3022. There are instructions inside this booklet on how to use this telephone number. They can also direct you to other information on the internet.

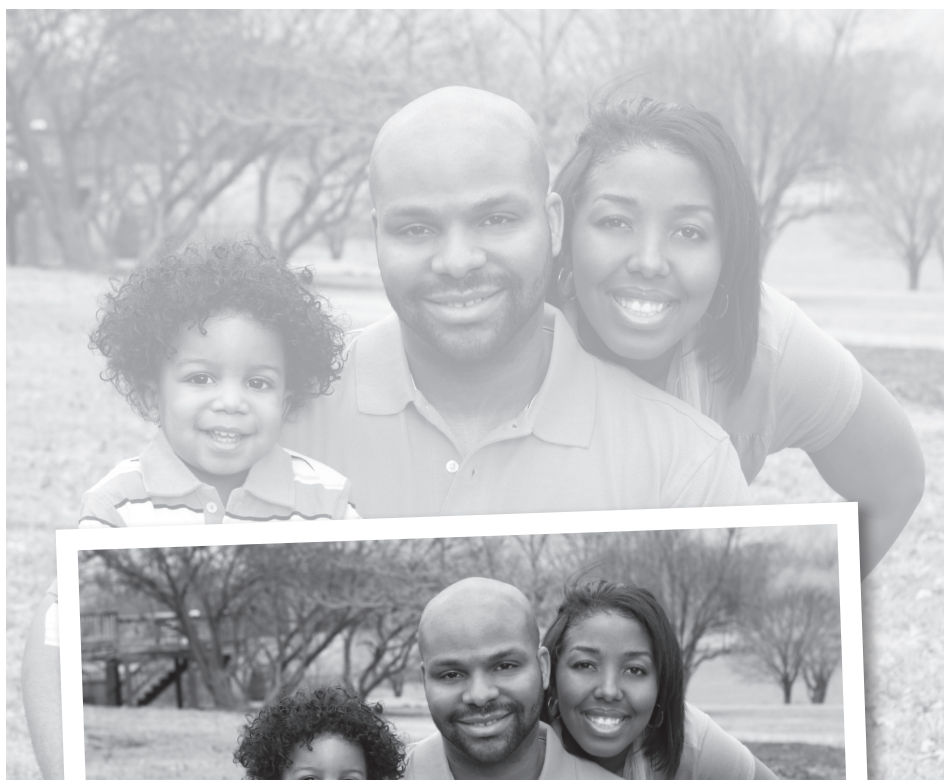


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Important Numbers

If there is a life-threatening emergency, please call 9-1-1.

24-Hour Mental Health Crisis Line Phone Numbers by County:

Adams	Collect: Othello 1-509-488-5611, Collect: Ritzville 1-509-659-4357
Asotin	1-888-475-5665
Benton-Franklin	1-800-783-0544, 1-509-783-0500
Chelan	1-800-852-2923, 1-509-662-7105 (8:00 am – 5:00 pm, Mon – Fri)
Clallam	1-360-374-6177, 1-360-374-5011
Clark	1-800-626-8137, 1-360-696-9560
Columbia	1-866-382-1164
Cowlitz	1-800-803-8833, 1-360-425-6064
Douglas	1-800-852-2823, 1-509-662-7105
Ferry	1-866-268-5105
Garfield	1-888-475-5665
Grant	TTY/TDD Collect 1-509-765-1717, 1-877-467-4303
Grays Harbor	1-800-685-6556
Island	1-800-584-3578
Jefferson	1-360-385-0321
King	1-866-427-4747, 1-206-461-3222
Kitsap	1-360-479-3033, 1-800-843-4793
Kittitas	1-509-925-9861, 1-509-925-4168 (After hours)
Klickitat	1-800-572-8122
Lewis	1-800-559-6696, 1-360-748-6696 #1
Lincoln	1-888-380-6823
Mason	1-800-270-0041, 1-360-754-1338
Okanogan	1-866-826-6191, 1-509-826-6191
Pacific	1-800-884-2298
Pend Oreille	1-866-847-8540
Pierce	1-800-576-7764
San Juan	1-800-584-3578
Skagit	1-800-584-3578
Skamania	1-509-427-3850, #1
Snohomish	1-800-584-3578, 1-425-258-4357
Spokane	1-877-678-4428, 1-509-838-4428
Stevens	1-888-380-6823
Thurston	1-800-270-0041, 1-360-754-1338
Wahkiakum	1-800-635-5989, #1
Walla Walla	1-509-524-2999
Whatcom	1-800-584-3578
Whitman	1-866-871-6385
Yakima	1-509-575-4200, 1-800-572-8122

Important Resources

Medical Care:

1-800-562-3022, 7:00 am to 5:00 pm Monday through Friday
You will need your Services card when you use this number.

You can also send an email through the DSHS website: <http://dshs.wa.gov>. Click on the "Contact Us" link. You will need to know your Services card number in your email, and will receive a response in 24 - 48 hours.

<http://hrsa.dshs.wa.gov/HealthyOptions>

Mental Health Information:

Division of Behavioral Health and Recovery
1-800-446-0259 or <http://www.dshs.wa.gov/mentalhealth>

Alcohol or Substance Abuse:

Division of Behavioral Health and Recovery
1-877-301-4557 or <http://www.dshs.wa.gov/dasa/>

Aging and Disabilities Services:

1-800-422-3263 or <http://www.adsa.dshs.wa.gov>

Medicaid Transportation Information:

1-800-562-3022 or customerinquiry@dshs.wa.gov
This is the same information for Medical Care above.

Office of Civil Rights:

<http://www.hhs.gov/ocr>

Office of Administrative Hearings:

PO Box 42489
Olympia, WA 98504
1-800-583-8271



Information about Services

Who is eligible for public mental health services?

People who receive a Services card can get medically necessary mental health services at no cost.

The Regional Support Networks (RSNs) contract with Community Mental Health Agencies (CMHAs) to provide mental health services. You have to meet medical necessity and have an illness covered by our program. Sometimes you will hear this called the Access to Care Standards.

If you do not meet the Access to Care Standards, you may be eligible for mental health services provided by other parts of the Department of Social and Health Services (DSHS).

You can call 1-800-562-3022 to find out more.

Who provides services covered under this booklet?

The Washington State public mental health system, run by the Division of Behavioral Health and Recovery (DBHR), has 13 RSNs. Each RSN is made up of one or more counties. Everyone on Medicaid is enrolled in the RSN.

Except for Crisis Services, most mental health services must be authorized by the RSN in your area. You may only go to an RSN contracted agency for covered services. A list of agencies begins on page 20.

You may have to pay for services if you go to a mental health provider that is not on the agency list.

How can I get mental health services?

If you think that you need mental health services, you can call or go to your RSN or to a covered agency in the community where you live to schedule an appointment for an intake evaluation. The intake evaluation is used to decide medical necessity and what mental health services you may need.

The RSN will provide easily understood information on mental health and applying for services. If needed, this will be in languages other than English.

Regional Support Network	Counties Served
Chelan-Douglas RSN	Chelan, Douglas
Clark County RSN	Clark
Grays Harbor RSN	Grays Harbor
Greater Columbia RSN	Asotin, Benton, Columbia, Franklin, Garfield, Kittitas, Klickitat, Skamania, Walla Walla, Whitman, Yakima
King County RSN	King
North Central Washington RSN	Adams, Grant, Okanogan, Ferry, Lincoln, Pend Oreille, Stevens
North Sound RSN	Island, San Juan, Skagit, Snohomish, Whatcom,
Peninsula RSN	Clallam, Jefferson, Kitsap
Pierce RSN-Optum Health	Pierce
Southwest RSN	Cowlitz
Spokane County RSN	Spokane
Thurston-Mason RSN	Mason, Thurston
Timberlands RSN	Lewis, Pacific, Wahkiakum

What happens at an intake evaluation?

A mental health professional will meet with you to determine if you have a covered mental illness. This is called a clinical assessment and decides medical necessity. This may take more than one visit.

This service is at no cost to anyone on Medicaid.

The mental health professional will talk with you about your strengths and needs. They will ask questions about your goals. They might talk to you about your history and culture. They will ask about substance abuse issues, other medical issues and other questions about your life.

If after that meeting, they agree with you that services will help improve, stabilize or keep your illness from getting worse they will recommend to the RSN that you need services. If the RSN agrees, you are eligible for services.

You will then receive a Notice of Determination letter from the RSN that tells you the services that you are eligible for, and how long you are eligible. You and your mental health care provider will then develop an individual service plan together.

How do I get care in an emergency?

Mental health crisis and post-stabilization services are available to assist you if you have a sudden or severe mental health problem that needs treatment right away. If you think you have an emergency, no matter where you are, call 911 or go to the nearest emergency room. You **do not** need an intake evaluation before you receive these services and there is no charge to you for these services.

What if I need to be in a hospital for mental health care?

If you think you may need to be admitted to a hospital for mental health treatment, contact your mental health care provider or the crisis line immediately. Mental health treatment in a hospital is a covered service for Medicaid enrollees. Hospital care must be approved in advance by the RSN or you may be billed for the services.

What services are available to me as a Medicaid enrollee?

You, your mental health care provider, and others you want to invite, will make a plan that is only for you. The “individual service plan” will build on your personal, family and community strengths and will honor your age, culture, and beliefs.

Here is a list of the kinds of services you have a right to get if they are part of your plan:

- **Brief Intervention Treatment** – short term counseling that is solution-focused on a specific problem
- **Day Support** – intensive program to learn or assist you with independent living skills
- **Family Treatment** – family centered counseling to help everyone get along and solve problems
- **Evaluation and Treatment/Community Hospitalization** – inpatient care, in a hospital or facility. You **do not** need an intake evaluation before this service.
- **Group Treatment Services** – counseling that offers a chance to learn from people with similar needs
- **High Intensity Treatment** – services that are provided by a team to help you meet your goals in your individual service plan

- **Individual Treatment Services** – counseling and/or other activities designed to help you meet your goals in your service plan
- **Intake Evaluation** – meeting to help identify your needs and goals. It helps you and your mental health care provider to decide other services. The first service you get unless you have had a crisis service.
- **Medication Management** – prescription services and information about medication side effects you may experience while taking the medications.
- **Medication Monitoring** – service to help you to remember to take your medicine correctly
- **Mental Health Services Provided in Residential Settings** – services provided where you live
- **Peer Support** – support and assistance provided by someone who has mental illness, is in recovery, and is trained to help you learn to cope, plan, and work toward recovery. Peer support providers may also be parents of children with a mental illness who are trained to provide support and assistance to other parents of children with mental illness.
- **Psychological Assessment** – help with diagnosis, evaluation and treatment planning
- **Rehabilitation Case Management** – coordination with your inpatient mental health services, outpatient mental health services, and physical care services. This might be part of your intake evaluation.
- **Special Population Evaluation** – services provided to you by someone with special training in working with children, older adults or those from a minority background to help set treatment goals
- **Stabilization Services** – provided in your home or home-like setting to help prevent a hospital stay. You **do not** need an intake evaluation before this service.
- **Therapeutic Psychoeducation** – education about mental illness, mental health treatment choices, medicine and recovery

These services may be available in your RSN:

- **Respite Care** – temporary replacement of a caregiver of someone with a mental illness in order for the caregiver to rest.
- **Supported Employment** - services that help people with mental illnesses find and keep employment within their communities.
- **Mental Health Clubhouse** - a place designed to assist someone to recover from a mental illness by involving them in meaningful activities that encourage and support them to take control of their lives.
- **Other services** – your mental health care provider may also help you connect with services such as housing, healthcare, and employment.

For more detailed information, please call the RSN in your community.

May I choose my mental health care provider?

You may choose a mental health care provider at the agency where you receive services. If you don't choose a mental health care provider, one will be assigned to you. You have the right to change mental health care providers during the first 30 days. You can also ask for a change once a year without a reason.

How can I access medical care that is covered by Medicaid?

If you have Medicaid Fee for Service (FFS) benefits, you can go to any doctor who is contracted with DSHS. Contact the doctor to see if they are a Medicaid Provider before making an appointment. If you need more help or information to find a doctor or clinic in your area you may call this toll free number: 1-800-562-3022.

Be sure to take your Services card to your medical appointment so your doctor may determine your benefits.

If you are enrolled in managed care under Healthy Options/Children's Health Insurance Program (HO/CHIP) your plan's number is listed below. You can call your plan and request care. If you need more help or information to find a doctor or clinic in your area, you may call 1-800-562-3022 or go to <http://hrsa.dshs.wa.gov/healthyoptions/newwho/client/planlinks.htm>.

Be sure to take your plan ID card as well as your Services card to your medical appointment so your doctor may determine your benefits.

For children from birth to 21 years of age, EPSDT health screenings are available. The health screening could identify other health needs you might have. The doctor can then make a referral for follow-up.

Managed Care Organizations	Toll-Free Numbers
Asuris Northwest Health	1-866-240-9560
Columbia United Providers	1-800-315-7862
Community Health Plan of Washington	1-800-440-1561
Group Health Cooperative	1-888-901-4636
Molina Healthcare of Washington, Inc.	1-800-869-7165
Regence Blueshield	1-800-669-8791
<i>If you want to enroll or change your plan call DSHS at 1-800-562-3022.</i>	
<i>If you want to change your doctor, please call your plan directly.</i>	

What other mental health care is covered by Medicaid?

If you do not meet Access to Care Standards for RSN services but need mental health care, you may access these services through other parts of DSHS. You can get this information by calling 1-800-562-3022 or by calling your managed care plan.

Do I have to pay for any mental health services?

Usually not.... but if you get care from a provider who is not contracted with your RSN, you may have to pay. If you ask for a service that is not covered, or not medically necessary, you may have to pay. If you are not sure about the provider or the services, please check with your RSN.

What if I get a bill?

You should not receive a bill for services that are covered by Medicaid unless you get services that were not authorized or you go to a provider that is not authorized.

If you get a bill, contact the billing office of the agency that sent you the bill. Tell them you are covered by Medicaid and ask them to explain the bill.

If this does not fix the problem you can contact your mental health care provider, your RSN or the Ombuds for more help.

What if I need transportation for medical care?

In many cases Medicaid will pay for transportation to a health related service appointment. If you need help finding transportation call this toll-free number: 1-800-562-3022.

Are there member satisfaction surveys?

Once a year, DBHR does a survey to see how you or your family member feel about the services you received. You do not have to take part in the survey. If you are contacted please take the time to respond. Your voice is the best way to improve the system.



Your Rights as a Person Receiving Public Mental Health Services

What are my rights as a person receiving public mental health services in the community?

- To be treated with respect and dignity
- To have your privacy protected
- To help develop a plan of care with services to meet your needs
- To participate in decisions regarding your mental health care
- To receive services in a barrier-free location (accessible)
- To request information about names, location, phones, and languages for local agencies
- To receive the amount and duration of services you need
- To request information about the structure and operation of the RSN
- To services within two hours for emergent care and 24 hours for urgent care
- To be free from use of seclusion or restraints
- To receive age and culturally appropriate services
- To be provided a certified interpreter and translated material at no cost to you
- To understand available treatment options and alternatives
- To refuse any proposed treatment
- To receive care that does not discriminate against you (e.g. age, race, type of illness)
- To be free of any sexual exploitation or harassment
- To receive an explanation of all medications prescribed and possible side effects
- To make an advance directive that states your choices and preferences for mental health care
- To receive quality services which are medically necessary
- To have a second opinion from a mental health professional
- To file a grievance with your agency or RSN
- To file a RSN appeal based on a RSN written Notice of Action
- To choose a mental health care provider or choose one for your child who is under 13 years of age
- To change mental health care providers during the first 30 days, and sometimes more often
- To file a request for an administrative (fair) hearing
- To request and receive a copy of your medical records and ask for changes. You will be told the cost for copying
- Be free from retaliation
- Request and receive policies and procedures of the RSN and Community Mental Health Agencies (CMHAs) as they pertain to your rights

You may also contact the Office of Civil Rights for more information at <http://www.hhs.gov/ocr>.

Mental Health Advanced Directives

What is a mental health advance directive?

A mental health advance directive is a written document that describes what you want to happen if you become so ill by mental illness that your judgment is affected or if you are unable to communicate. It tells others about what treatment you want or don't want. It can identify a person to whom you have given the authority to make decisions on your behalf.

If you have a physical health care advance directive you should share that with your mental health care provider so they know your wishes.

How do I complete a mental health advance directive?

A model “fill-in-the-blanks” form is available on the DSHS web site, <http://www1.dshs.wa.gov/mentalhealth>. Your CMHA, your mental health care provider, or your Ombuds may also have copies of the form. You may also call the Office of Consumer Partnerships at 1-800-446-0259.



Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) for Children

What is EPSDT for children?

EPSDT is a health program for children with Medicaid coverage, including foster children, and provides links to other services. With EPSDT, children can get regular health checkups. If your child needs to get medical care for a problem that is found during the check up, Medicaid will also pay for medically necessary follow-up care. Every child from birth to 21 years of age who has Medicaid coverage can get regular health checkups. During this EPSDT health visit your child may be referred for a mental health assessment either through the RSN or as part of your child's health plan. You will get an intake evaluation when you are sent to the RSN.

When should children get a checkup?

Children should receive their first health exam as soon as you get your Services card. After the first exam:

- Children two to six years old should get a checkup once a year.
- Children age seven through 20 should get a checkup every other year.
- Children under age two, consult with your primary care provider about how often to get a checkup.

A referral for mental health assessment could occur at any of these visits. Once there is an appointment with a mental health professional, the primary care provider is notified by the mental health professional so they can work together on a plan of care.

If mental health care is already being received, the mental health care provider will ask if regular health exams are also being received. If not, a referral will be made for a primary care physician or a telephone number will be offered in order to find a primary care physician for regular health exams. A referral for a "Healthy Child Screening" may also be made.

Medicaid will also cover some dental and eye screening under EPSDT.

What if my child or I need a dentist?

Limited dental coverage is available to Medicaid enrollees. To find a dentist, call the local dental society in your area. It will be listed in the yellow pages under "Dentist Referral" or call 1-800-562-3022.

Grievance and Appeals

What can I do if I am not happy with my services?

You can tell the Community Mental Health Agency (CMHA). If that doesn't help you can:

- Contact Ombuds services;
- File a Grievance;
- File an Appeal if you receive a written Notice of Action from your RSN; and/or
- Request an Administrative (Fair) Hearing

Who can help me with Grievances, Appeals or Administrative (Fair) Hearings?

Each RSN has an Ombuds service that can assist you with a grievance, an appeal, or the state administrative fair hearing process. The Ombuds help resolve concerns about mental health services.

Example: You feel that someone at the CMHA was rude to you and you want to know what you can do:

- You can tell someone at the agency
- You can talk to the Ombuds
- You can have the Ombuds help you file a grievance at the CMHA or RSN level
- You can ask for an Administrative (Fair) Hearing through the State Office of Administrative Hearings

The Ombuds service phone numbers are listed for each RSN on page 19. A CMHA or the RSN can also help you contact the Ombuds.

How do I file a Grievance?

Here are the steps in the grievance process:

1. To file a grievance, contact the CMHA where you receive services or the RSN in your community.
2. You may ask for help with your grievance. The Ombuds service is free to you. You may choose someone else to help if you wish. Interpreter and TTY/TTD services are there to help, if needed.
3. You may file a grievance with a telephone call or in writing. If you start with a telephone call, you must send a letter within seven days. The Ombuds can help you with this.

Please include in your letter:

- your name;
 - how to best contact you;
 - the problem;
 - what you want to solve the problem; and
 - your signature
4. When a CMHA or RSN receives the grievance, they will let you know either by telling you or sending a letter within one working day. If they tell you, they must also send you a letter within five working days.
 5. Your grievance will be reviewed by people who have not been involved before with the issue(s). If your grievance is about mental health treatment, a qualified mental health care professional will be part of the review.
 6. You will receive a letter telling you the decision.
 7. If you start the process at the CMHA and you are not happy with their decision, you can go to the RSN. You have five calendar days from when you get the CMHA's decision to talk with the RSN.
 8. There are timelines that must be followed by the CMHA and the RSN. Normally this is 30 days from the time you make the request. You may ask for an additional 14 calendar days for the RSN to respond if you think it is in your best interest. The RSN also may ask for up to 14 additional days to make a decision if they need more information and it is in your best interest. You will be told the reason for the delay.
 9. You will receive a letter with the RSN's decision about your grievance.
 10. If you do not receive a letter within the timeframes in the rules, or you disagree with the RSN, you may file a request for an administrative (fair) hearing.

What is an Action?

An action is a denial, suspension, reduction, or termination of your services.

What is a Denial?

The decision not to offer an intake evaluation is a denial. The decision by the RSN not to authorize Medicaid mental health services that are requested for you by a CMHA is a denial.

What does a Suspension, Reduction or Termination mean?

This occurs when an RSN makes a decision to change your mental health services to less than what was originally agreed upon.

What kind of decision is not an Action?

An action can only come from the RSN:

Examples of what are not actions:

- You and your mental health care provider make changes to your Individual Service Plan
- Your medication management service is changed to your primary care physician

If a mental health professional does not request ongoing mental health services after an intake, you will get a “Notice of Determination”. This is a letter that explains to you why the decision was made. It will remind you about:

- your right to a second opinion and how to get the second opinion;
- information about the availability of other services under EPSDT for enrollees under 21 and their legal representative; and
- your right to file a grievance or request an administrative (fair) hearing and how to do so.

How do I file an Appeal?

1. To start an appeal, contact the RSN that sent you the Notice of Action. The appeal must be requested within 20 days of getting the Notice of Action or the date the action takes place. If your appeal is about services you are getting, you can ask for the services to continue until your appeal is decided. If you do this, your request for an appeal must be made within 10 days from the date the RSN mailed the Notice of Action, or the date the action takes place.
2. The Ombuds can help with your appeal. You may have help from your CMHA or anyone else you want.
 - Interpreter and TTY/TTD services are available and free.
3. You may start an appeal with a phone call or in writing. Please include:
 - your name;
 - how to reach you;
 - the reason for the appeal;
 - any information you wish to submit to support your request; and,
 - your signature.
4. You may ask for a faster (expedited) appeal process if you or your mental health care provider feel that this is better for your mental health. If you ask for a faster process your RSN will decide within three working days. If the RSN takes longer, you will be told why.
5. When the RSN gets the request for an appeal, they will tell you or write to you within one working day. If they tell you, they must send a letter within five working days.
6. During the appeal process you, and anyone you give permission, can look at your mental health records to help.
7. Your appeal will be reviewed by someone who is trained and has not been involved with your treatment.
8. While your appeal is being decided, you may ask to continue your services, if:
 - The appeal is filed within 10 days.
 - The services are covered Medicaid mental health services.
 - The appeal involves the reduction, suspension, or termination of services that the CMHA states you need.
 - Your approval for Medicaid mental health services is current.
9. Your RSN will decide your appeal within 45 days from the day you started it. They may ask for up to 14 more days. This is so they make the best decision and have time to get more information. The delay must be in your best interest. You will be notified of the reason for the delay.
10. The RSN will send you a written appeal decision.

IMPORTANT NOTE: If the appeal decision is not in your favor, you may have to pay for the services you received during the appeal.

What in an Administrative (Fair) Hearing?

An administrative or fair hearing is the same process. It has two names in the Federal and State laws. An Administrative Law Judge (ALJ) makes decisions in administrative (fair) hearings. The ALJ will decide if a Washington Administrative Code (WAC), or state law, has been violated. If so, the judge can order a corrective action plan if needed. The decision of the ALJ must be followed by the RSN.

You may request an administrative hearing if you believe:

- A Washington Administrative Code (WAC), which is a state rule, has been broken.
- You are not satisfied with the result of your Appeal at the RSN.

You only have 20 days from the original date of the decision of your appeal from the RSN to file an administrative or fair hearing.

The request for the administrative or fair hearing must go to the Office of Administrative Hearings (OAH). OAH is **not** a part of DSHS, DBHR, or the RSN. It is an independent state agency. You may call OAH at 1-800-583-8271 or send your request to:

**Office of Administrative Hearings
PO Box 42489
Olympia, WA 98504**

Your case will be assigned to the OAH closest to your home.

You may have an Ombuds help you with the hearing at no cost. You may also hire your own lawyer or anyone else to represent you, but you will have to pay for the cost of your representation.

During the hearing, you will have a chance to talk with others who are involved with your concerns.

Sometimes issues are resolved between you and the CMHA or the RSN before the hearing date.

Ombuds Services Contact Information

RSN or Hospital	Telephone Number
Chelan-Douglas RSN	1-800-346-4529 or 1-509-886-0700
Clark County RSN	1-866-666-5070 or 1-360-397-8470
Grays Harbor RSN	1-866-439-3064 or 1-503-468-3509
Greater Columbia RSN	1-800-257-0660 or 1-509-783-7333
King County RSN	1-800-790-8049 #3
North Central Washington RSN	1-800-346-4529 or 1-509-766-2568, ext. 314
North Sound RSN	1-888-336-6164 or 1-360-416-7004
Peninsula RSN	1-888-377-8174 or 1-360-692-1582
Pierce RSN - OptumHealth	1-800-531-0508 or 1-253-798-6123
Southwest RSN	1-866-731-7403 or 360-414-0237
Spokane County RSN	1-866-814-3904 or 1-509-477-4666
Thurston-Mason RSN	1-800-658-4105 or 1-360-867-2556
Timberlands RSN	1-866-439-3064 or 1-503-468-3509
WMIP/Molina	1-800-869-7175 ext. 141113 or 1-425-424-1113
Eastern State Hospital Patient Advocate	1-509-565-4520
Western State Hospital Director of Consumer Affairs	1-253-879-7996

Regional Support Networks by County with Contracted Community Mental Health Agencies

This information is subject to change and is updated on the HRSA website on a monthly basis: <http://www.dshs.wa.gov/mentalhealth/rsnmap.shtml>

CHELAN - DOUGLAS RSN

636 Valley Mall Parkway, Suite 200

East Wenatchee, WA 98802-4875

<http://www.cdrsn.org>

Public Phone: 1-509-886-6318 or Toll Free 1-877-563-3678

Authorized Community Mental Health Agencies

Catholic Family & Child Services: 509-662-6761

640 S. Mission, Wenatchee, WA 98801-2263

Alternative languages available: Spanish

Children's Home Society: 509-663-0034

1014 Walla Walla Avenue, Wenatchee, WA 98801-1523

Alternative languages available: Spanish

Columbia Valley Community Health/Behavior Health Services – Adults

509-662-7195 or Toll Free 888-424-6124

701 N. Miller Street, Wenatchee, WA 98801-2086

Columbia Valley Community Health/Behavior Health Services – Children

509-662-4296

504 Orondo Street, Wenatchee, WA 98801

CLARK COUNTY MENTAL HEALTH RSN

PO Box 5000

Vancouver, WA 98666-5000

<http://www.clark.wa.gov/mental-health>

Public Phone: 1-360-397-2130 or Toll Free 1-800-410-1910

Authorized Community Mental Health Agencies

Catholic Community Services: 360-567-2211 or 1-800-388-6378
9300 NE Oak View Drive #B, 2nd Floor, Vancouver, WA 98662
Alternative languages available: French, Russian and Spanish

Children's Center: 360-699-2244
415 W 11th Street, Vancouver, WA 98666-0484
Alternative languages available: Russian and Spanish

Children's Home Society: 360-695-1325
309 W 12th Street, Vancouver, WA 98666-0605

Columbia River Mental Health Services: 360-993-3000
6926 E. Fourth Plain Boulevard, Vancouver, WA 98661-7254
Alternative languages available: American Sign Language, Cambodian, Chinese, French, German, Korean, Laotian, Russian, Spanish, Tagalog, Taiwanese, Thai and Vietnamese

Community Services Northwest: 360-397-8484
1601 E Fourth Plain Blvd., Vancouver, WA 98668-1845

Family Solutions: 360-695-0115
1104 Main Street, Suite 500, Vancouver, WA 98660-2972
Alternative languages available: Spanish

Lifeline Connections: 360-397-8246
PO Box 1678, Vancouver, WA 98668-1678

Sea Mar Community Health Center: 360-566-4432
7410 E Delaware Lane, Vancouver, WA 98663

Southwest Washington Medical Center: 360-696-5300
3400 Main Street, Vancouver, WA 98668-1600

GRAYS HARBOR RSN

2109 Sumner Avenue, Suite 203
Aberdeen, WA 98520-3699
<http://www.healthygh.org>
Public Phone: 1-360-532-8631 x 284 or Toll Free 1-800-464-7277 (Grays Harbor County Only)

Authorized Community Mental Health Agencies

Behavioral Health Resources: 360-482-5358
575 E Main Street, Suite C, Elma, WA 98541-9551
Alternative languages available: Spanish

Behavioral Health Resources: 360-538-9290
205 8th Street, Hoquiam, WA 98550-2507
Alternative languages available: Spanish

Sea Mar Counseling Social Services: 360-538-1461
1813 Sumner Street, Aberdeen, WA 98520
Alternative languages available: Spanish

Grays Harbor Crisis Clinic: 360-532-4357
615 8th Street, Hoquiam, WA 98550

GREATER COLUMBIA RSN

101 N. Edison Street, Kennewick, WA 99336-1958
<http://www.gcbh.org>
Public Phone: 1-509-735-8681 or Toll Free 1-800-795-9296

Authorized Community Mental Health Agencies

Benton/Franklin Counties Crisis Response Unit: 509-783-0500
2635 W. Deschutes Avenue, Kennewick, WA 99336-3004
Alternative languages available: Spanish

Blue Mountain Counseling: 509-382-1164
221 E. Washington, Dayton, WA 99328

Catholic Family and Child Services: 509-965-7100
5301 Tieton Drive, Suite "C", Yakima WA 98908-3478
Alternative languages available: Spanish

Catholic Family and Child Services - Richland: 509-946-4645
2139 Van Glesen, Richland, WA 99353

Central WA Comprehensive Mental Health - Yakima: 509-575-4084
402 S. Fourth Avenue, Yakima, WA 98907-0959
Alternative languages available: Spanish

Central WA Comprehensive Mental Health - Ellensburg: 509-925-9861
220 W. 4th Avenue, Ellensburg, WA 98926

Central WA Comprehensive Mental Health - Goldendale: 509-773-5801
112 W. Main Street, Goldendale, WA 98620

Central WA Comprehensive Mental Health - Sunnyside: 509-837-2089
1319 Saul Road S., Sunnyside, WA 98944

Central WA Comprehensive Mental Health - White Salmon: 509-493-3400
251 Rhine Village Drive, White Salmon, WA 98672

Garfield County Human Services: 509-843-3791
856 W. Main Street, Pomeroy, WA 99347

Lourdes Counseling Center: 509-943-9104
1175 Carondelet Drive, Richland, WA 99352-3396
Alternative languages available: Fijian, Hindi, Meman, Punjabi, Spanish & Urdu

Lutheran Community Services Northwest: 509-735-6446
3321 W. Kennewick Avenue, Suite 150, Kennewick, WA 99336-2959

Nueva Esperanza Community Counseling Center - La Clinica:
509-545-6506
720 W. Court Street, Suite 8, Pasco, WA 99301-4178
Alternative languages available: Spanish and Toisan

Palouse River Counseling Center: 509-334-1133
340 NE Maple, Pullman, WA 99163

Quality Behavioral Health: 509-758-9941
900 7th Street, Clarkston, WA 99403-2058

Skamania County Community Health: 509-427-3850
683 SW Rock Creek Drive, Stevenson, WA 98648

Walla Walla County Department of Human Services: 509-524-2920
1520 Kelly Place, Walla Walla, WA 99362
Alternative languages available: Spanish

Yakima Valley Farm Workers Clinic Behavioral Health Services:
509-453-1344
918 E. Mead Avenue, Yakima, WA 98903-3720
Alternative languages available: Spanish

KING COUNTY RSN

401 5th Avenue, Suite 400

Seattle, WA 98104-1598

<http://www.kingcounty.gov/healthServices/mentalhealth.aspx>

Public Phone: 1-206-263-9000 or Toll Free 1-800-790-8049

Authorized Community Mental Health Agencies

Asian Counseling and Referral Service: 206-695-7600

3639 Martin Luther King Jr. Way S, Seattle, WA 98144

Alternative languages available: Cambodian, Cantonese, French, German, H'mong, Japanese, Korean, Lao, Mandarin, Mien, Samoan, Tagalog, Taiwanese, Thai, Toishanese, Vietnamese

Catholic Community Services: 206-328-5097

23rd Avenue S. #100, Seattle, WA 98144

Catholic Community Services: 253-854-0077

1229 West Smith, Kent, WA 98032

Community House Mental Health: 206-322-2387

431 Boylston Avenue E, Seattle, WA 98102-4903

Community Psychiatric Clinic: 206-461-3614 or 206-545-2354

11000 Lake City Way NE, Seattle, WA 98125-6748

<http://www.cpcwa.org>

Alternative languages available: Cantonese, Japanese, Korean, Spanish, Tagalog

Consejo Counseling and Referral Services: 206-461-4880

3808 S Angeline Street, Seattle, WA 98118-1712

<http://www.consejo-wa.org>

Alternative languages available: Spanish

Downtown Emergency Service Center: 206-464-1570

515 Third Avenue, Seattle, WA 98104

Alternative languages: Spanish

Downtown Emergency Service Center: 206-441-3043

Support, Advocacy, Growth, & Employment

2106 – 2nd Avenue Suite 100, Seattle, WA 98121

Alternative languages: Spanish

Evergreen Healthcare: 206-923-6300 or Toll Free 1-800-548-0558
2414 SW Andover Street, Suite D-120, Seattle, WA 98106
In-home services provided throughout King County
Alternative languages available: Mandarin

Harborview Mental Health Services: 206-744-9600
325 Ninth Avenue, First Floor, Seattle, WA 98104
Alternative languages available: Hiligaynon, Hindi, Korean, Spanish, Tagalog

Navos: 206-933-7000
2600 SW Holden Street, Seattle, WA 98126-3505
Interpreters Available

Navos: 206-241-0990
1010 South 146th Street, Burien, WA 98168
Interpreters Available

Sea Mar Community Health Centers: 206-766-6976
10001 – 17th Place S., Lower Level, Seattle, WA 98168-1624
Alternative languages available: Portuguese, Spanish

Sea Mar Community Health Centers: 425-460-7114
12835 Bellevue-Redmond Road, Bldg. 100, Suite #145, Bellevue, WA 98005
Alternative languages available: Portuguese, Spanish

Seattle Children's: 206-987-3560
4800 Sand Point Way NE, Seattle, WA 98105-0371
<http://seattlechildrens.org/clinics-programs/psychiatry-and-behavioral-medicine/>
Alternative languages available: American Sign Language, Mandarin, Spanish

Seattle Children's Home: 206-283-3300
2142 Tenth Avenue W, Seattle, WA 98119-2899
Alternative languages available: German, Laotian, Spanish, Tagalog

Seattle Counseling Service for Sexual Minorities: 206-323-1768
1216 Pine Street, Suite 300, Seattle, WA 98101

Sound Mental Health: 206-302-2300, TTY: 206-302-2209

1600 E Olive Street, Seattle, WA 98122-2799

<http://www.smh.org>

Alternative languages available: Arabic, American Sign Language, French, Gaelic, German, Hindi, Hungarian, Japanese, Korean, Latvian, Lithuanian, Mandarin, Russian, Spanish, Tagalog, Yoruba

Therapeutic Health Services: 206-322-7676 (Youth/Families)

1116 Summit Avenue, Seattle, WA 98101

Alternative languages available: Amharic, Spanish

Therapeutic Health Services: 206-723-1980 (Adults)

5802 Rainier Avenue S., Seattle, WA 98118

Alternative languages available: Amharic, Spanish

Valley Cities Counseling and Consultation: 253-939-4055

2704 "I" Street NE, Auburn, WA 98002-2498

<http://www.valleycities.org/>

Alternative languages available: Creole, Czech, French, German, Hausa, Hebrew, Italian, Portuguese, Spanish, Tamil, Yoruba

NORTH CENTRAL WASHINGTON RSN

119 Basin Street SW, Ephrata, WA 98823-1855

<http://www.ncwrsn.com>

Public Phone: 1-509-754-6577 or Toll Free 1-800-251-5350

Authorized Community Mental Health Agencies

Community Counseling Services of Adams County: 509-488-5611

425 East Main, Suite 600, Othello, WA 99344-1003

Alternative languages available: Spanish

Community Counseling Services of Adams County - Ritzville:

509-659-4357

120 W. Main, Ritzville, WA 99169

Grant Mental Healthcare: 509-765-9239

840 East Plum Street, Moses Lake, WA 98837-0160

Alternative languages available: Spanish

Grant Mental Healthcare - Grand Coulee: 509-633-1471
322 Fortuyn Road, Grand Coulee, WA 99133

Grant Mental Healthcare - Quincy: 509-787-4466
203 South Central Avenue, Quincy, WA 98848

Okanogan Behavioral Healthcare: 509-826-6191
1007 Koala Drive, Omak, WA 98841-3208
Alternative languages available: Spanish

Pend Oreille County Counseling Services: 509-447-5651
105 South Garden Avenue, Newport, WA 99156

Northeast Washington Alliance Counseling Services - Colville:
509-684-4597 or 1-866-708-4597 TTY: 509-684-7565 or 1-877-485-6212
165 E. Hawthorne Avenue, Colville, WA 99114-2629

Northeast Washington Alliance Counseling Services - Davenport:
509-725-3001 or Toll Free 1-888-725-3001
1211 Merriam, Davenport, WA 99122

Northeast Washington Alliance Counseling Services - Chewelah:
509-935-4808
Municipal Bldg., 301 E Clay, Room 201, Chewelah, WA 99109

Northeast Washington Alliance Counseling Services - Nine Mile Falls:
509-262-0396 or 1-866-708-4597
6176-B, Highway 291, Suite 203, Nine Mile Falls, WA 99026

Northeast Washington Alliance Counseling Services - Republic:
509-775-3341 or 1-866-807-7131
42 Klondike Road, Republic, WA 99166-9701

NORTH SOUND MENTAL HEALTH RSN

117 N. 1st Street, Suite 8, Mount Vernon, WA 98273-2858

<http://www.nsmha.org>

Public Phone: 1-360-416-7013 or Toll Free 1-800-684-3555

Regional Access System for Outpatient Services: 1-888-693-7200

Authorized Community Mental Health Agencies

Bridgeways: 425-513-8213 or 1-877-355-8668

1220 75th Street SW, Everett, WA 98203

Catholic Community Services - Skagit County:

360-856-3054 or 1-888-504-9992

160 Cascade Place Suite 201, Burlington WA 98233-3126

Catholic Community Services - Snohomish County:

425-257-2111 or Toll Free 1-888-504-9992

1918 Everett Way

Everett, WA 98201

Catholic Community Services - Whatcom County:

360-676-2164 or Toll Free 1-888-504-9992

1133 Railroad Avenue, Bellingham, WA 98225

Compass Health - Snohomish County: 425-349-6200 or 1-800-457-9303

4526 Federal Avenue, Everett, WA 98203-8810

Alternative languages available: American Sign Language, Arabic, Bosnian, Cambodian, Cantonese, Farsi, French, Japanese, Korean, Mandarin, Romanian, Russian, Spanish, Tagalog, and Ukrania

Compass Health - Island County: 360-678-5555 or 1-800-457-9303

105 NW First Street, Coupeville, WA 98239

Alternative Languages available: Spanish

Compass Health - San Juan County: 360-378-2669 or 1-800-457-9303

520 Spring Street, Friday Harbor, WA 98250

Alternative languages available: Spanish

Compass Health - Skagit County: 360-419-3500 or 1-800-457-9303
1220 Memorial Hwy, Mount Vernon, WA 98273, Spanish Available

Interfaith Community Health Center: 360-676-6177 or 1-877-235-6850
220 Unity Street, Bellingham, WA 98225
Alternative Languages available: Spanish

Lake Whatcom Residential and Treatment Center:
360-676-6000 or Toll Free 1-888-676-6002
609 A North Shore Drive, Bellingham, WA 98226-4414

Sea Mar Counseling and Social Services - Bellingham: 360-734-5458
4455 Cordata Pkwy, Bellingham, WA 98226-8037

Sea Mar Counseling and Social Services - Everett:
425-347-5415 or 1-866-923-2312
5007 Claremont Way, Everett, WA 98203

Sea Mar Counseling and Social Services - Mount Vernon:
360-428-8912 or 1-866-923-2312
1010 E. College Way, Mount Vernon, WA 98273

Sunrise Services Inc. - Skagit County: 360-336-3762 or 1-888-774-9658
PO Box 1790, Mount Vernon, WA 98273
Alternative languages available: Spanish

Sunrise Services Inc. - Snohomish County:
425-347-3149 or 1-888-774-9658
PO Box 2569, Everett, WA 98213
Alternative languages available: Spanish

Volunteers of America: 425-259-3191 or 1-888-693-7200
2802 Broadway, Everett, WA 98201

Whatcom Counseling & Psychiatric Clinic:
360-676-2220 or 1-888-311-0120
3645 E. McLeod Road, Bellingham, WA 98226-8799

PENINSULA RSN

614 Division Street, MS 23

Port Orchard, WA 98366-4676

<http://www.kitsapgov.com/hr/wsolympic/prsn/prsnmain.htm>

Public Phone: 1-360-337-4886 or Toll Free 1-800-525-5637

Authorized Community Mental Health Agencies

Jefferson Mental Health Services: 360-385-0321

884 West Park Avenue, Port Townsend, WA 98368-0565

Kitsap Mental Health Services: 360-405-4010

5455 Almira Drive, Bremerton, WA 98311-8331

Alternative languages available: Japanese, Spanish and Tagalog

Peninsula Community Mental Health Center: 360-457-0431

118 East 8th Street, Port Angeles, WA 98362-6129

West End Outreach Services: 360-374-6177

530 Bogachiel Way, Forks, WA 98331-9120

Alternative languages available: Spanish

PIERCE RSN (OPTUMHEALTH PIERCE RSN)

3315 S 23rd Street, Suite 310

Tacoma WA 98405

www.optumhealthpiercersn.com/

Public Phone: 1-253-292-4200 or Toll Free 1-866-673-6256

Authorized Community Mental Health Agencies

Asian Counseling Services: 253-697-8650

4301 South Pine Street, Suite 456, Tacoma, WA 98409

Alternative languages available Many Asian Languages spoken

Catholic Community Services of Western Washington: 253-759-9544

5410 N 44th Street, Tacoma, WA 98407-3799

Alternative languages available: Spanish

Comprehensive Mental Health Adults/Older Adults: 1-253-396-5000

514 S 13th Street, Tacoma, WA 98402

Alternative languages available: Spanish

Comprehensive Mental Health Children/Families: 1-253-396-5800

1201 S. Proctor Street, Suite 1, Tacoma, WA 98405-2095

Alternative languages available: Spanish

Good Samaritan Community Health Services:

253-697-8400 or Toll Free 1-888-910-6300

325 E. Pioneer, Puyallup, WA 98372-3265

Alternative languages available: Spanish

Greater Lakes Mental Healthcare: 253-581-7020

9330 59th Avenue SW, Lakewood, WA 98499-6600

Alternative languages available: Spanish

Kwawachee Counseling Center of the Puyallup Tribal Health Authority:

253-593-0247

2209 E. 32nd Street, Tacoma, WA 98404-4997

Sea Mar Community Health Center: 253-396-1643

1516 S. 11th Street, Tacoma, WA 98404

Alternative languages available: Spanish

SOUTHWEST RSN

1952 9th Avenue

Longview WA 98632-4045

<http://www.cowlitzcounty.org/humanservices/swrsn.htm>

Public Phone: 1-360-501-1201 or Toll Free 1-800-347-6092

Authorized Community Mental Health Agencies

Center for Behavioral Solutions: 360-414-2280

600 Broadway, Longview, WA 98632-3256

Alternative languages available: Spanish

Lower Columbia Mental Health Center: 360-423-0203

921 14th Avenue, Longview, WA 98632-2316

Alternative languages available: Filipino, German, Russian and Spanish

Youth and Family Link: 360-423-6741

907 Douglas, Longview, WA 98632

SPOKANE COUNTY RSN

312 West 8th Avenue, 3rd floor, Spokane WA 99204-2506
<http://www.spokanecounty.org/mentalhealth>
Public Phone: 1-509-477-5722 or Toll Free 1-877-273-5864

Authorized Community Mental Health Agencies

Catholic Charities Counseling Program: 509-242-2308 or 1-800-831-1209
12 E. 5th Avenue, Spokane, WA 99202

Children's Home Society Washington: 509-747-4174
2323 N. Discovery Place, Spokane Valley, WA 99216
Alternative languages available: Spanish

Community Detox of Spokane County: 509-477-4631
312 West 8th Avenue, Spokane, WA 99204

Excelsior Youth Center: 509-328-7041 or 1-800-466-5574
3754 W. Indian Trail Road, Spokane, WA 99208

Family Service Spokane: 509-838-4128 or 1-800-838-4128
7 South Howard, Suite 321, Spokane, WA 99201

Institute for Family Development: 509-328-3802 or 1-800-888-9169
720 West Boone, Suite 102, Spokane, WA 99201

Lutheran Community Services Northwest:
509-747-8224 or 1-800-446-0259
210 West Sprague Avenue, Spokane, WA 99201

Partners with Families and Children: 509-473-4810
613 South Washington Street, Spokane, WA 99204

Passages Family Support Program/Volunteers of America: 509-892-9241
525 West Second Avenue, Spokane, WA 99201

Providence Sacred Heart Medical Center & Children's Hospital – BEST Program: 509-474-2223 or 509-474-2112
101 W. 8th Avenue, Spokane, WA 99204

Spokane County Jail: 509-477-6686
1100 W. Mallon Avenue, Spokane, WA 99260

Spokane County Juvenile Court Services and Detention Center:

509-477-4742

1208 W. Mallon Avenue, Spokane, WA 99201

Spokane County Supportive Living Program: 509-477-2671

1725 North Ash Street, Spokane, WA 99205

Alternative languages available: Spanish

Spokane Mental Health: 509-838-4651 or 1-877-678-4428

107 South Division Street, Spokane, WA 99202

Alternative languages available: American Sign Language, German, Tagalog, and Spanish

Spokane Public Schools: 509-354-7946

200 N. Bernard, Spokane, WA 99202

Sunshine Health Facilities-Behavioral Health: 509-892-4342

1102 S. Raymond, Spokane Valley, WA 99206

Tamarack Center: 509-326-8100 or 1-800-736-3410

2901 W. Fort George Wright Drive, Spokane, WA 99224

The N.A.T.I.V.E. Project: 509-325-5502

1803 W. Maxwell Avenue, Spokane, WA 99201

THURSTON-MASON

412 Lilly Road NE

Olympia WA 98506

<http://www.co.thurston.wa.us/health/ssrsn>

Public Phone: 360-867-2602 or Toll Free 1-800-658-4105

TDD 360-867-2603 or Toll Free 1-800-658-6384

Authorized Community Mental Health Agencies

Behavioral Health Resources: 360-704-7170 or 1-800-825-4820

3857 Martin Way East, Olympia, WA 98506

Alternative languages available: ASL, Cantonese, French, German, Spanish, Vietnamese

Behavioral Health Resources - Lacey: 360-704-7170 or 1-800-825-4820

4422 Sixth Avenue SE, Lacey, WA 98503

Behavioral Health Resources - Shelton: 360-704-7170 or 1-800-825-4820
110 W "K", Shelton, WA 98584

Providence St. Peter Hospital Outpatient Services (Older Adult):
360-493-7060
413 Lilly Road NE, Olympia, WA 98506

Evaluation & Treatment Facility:
360-528-2590 or Toll Free: 1-800-270-0041
3436 Mary Elder Road NE, Olympia, WA 98506
Crisis Resolution Services: 360-754-1338

Sea Mar Community Health Center: 360-704-7590
409 Custer Way, Suite D, Tumwater, WA 98501

TIMBERLANDS RSN

PO Box 217
Cathlamet, WA 98612-0217
<http://www.trsn.org>
Public Phone: 1-360-795-3118 or Toll Free 1-800-392-6298

Authorized Community Mental Health Agencies

Cascade Mental Health Care: 360-748-6696 or Toll Free 1-800-559-6696
135 W Main, Chehalis, WA 98531

Cascade Mental Health Care - Child & Adolescent Program:
360-330-9044 or 1-800-559-6696
2428 Reynolds Avenue, Centralia, WA 98531

Wahkiakum County Mental Health Services:
360-795-8630 or Toll Free 1-800-635-5989
42 Elochoman Valley Road, Cathlamet, WA 98612

Willapa Long Beach Office - Willapa Behavioral Health:
360-642-3787 or Toll Free 1-800-884-2298
1107 North Pacific Hwy, Long Beach, WA 98631

Willapa South Bend Office - Willapa Behavioral Health:
360-942-2303 or 1-800-884-2298
300 Ocean Avenue, Raymond, WA 98577

Definitions

Action:

- (1) The denial or limited authorization by the Regional Support Network (RSN) of a requested service by the Community Mental Health Agency (CMHA) for you, including the type or level of service;
- (2) The reduction, suspension, or termination by the RSN of a service you have been getting;
- (3) The denial by the RSN, in whole or in part, of payment for a service;
- (4) The failure to provide services in a timely manner; and/or
- (5) The failure of the RSN to act within the timeframes in the rules.

Appeal: The process used when you request review of an Action.

Crisis Services: Evaluation and treatment of a mental health crisis that is available to all Medicaid enrollees. Crisis services are available on a 24-hour basis. Crisis services are intended to stabilize the person in crisis, prevent further deterioration and provide immediate treatment and intervention in a location best suited to meet the needs of the individual and in the least restrictive environment available. Crisis services may be provided prior to completion of an intake evaluation. Services are provided by or under the supervision of a Mental Health Professional.

Enrollee: A person who is on Medicaid.

Emergent care: Services provided for a person that, if not provided, would likely result in the need for crisis intervention or for hospital evaluation due to concerns of danger to self, others, or grave disability.

Grievance: If you are voicing that you are dissatisfied about anything that is not an Action, as “Action” is defined in this section. (Possible grievances include, but are not limited to, the quality of care or services, rudeness of a provider or employee, or failure to respect your rights).

Medically Necessary or Medical Necessity: A term for describing a requested service which is reasonably expected to prevent, diagnose, correct, cure, alleviate or prevent the worsening of conditions in the recipient that endanger life, or cause suffering or pain, or result in illness or infirmity, or threaten to cause or aggravate a handicap, or cause of physical deformity or malfunction, and there is no other equally effective, more conservative or substantially less costly course of treatment available or suitable for the person requesting service. Course of treatment may include mere observation, or where appropriate, no treatment at all.

Additionally, the individual must be determined to 1) have a mental illness covered by Washington State public mental health services; 2) the individual's impairment(s) and corresponding need(s) must be the result of a mental illness; 3) the intervention is deemed to be reasonably necessary to improve, stabilize or prevent deterioration of functioning resulting from the presence of a mental illness; 4) the individual is expected to benefit from the intervention; and 5) any other formal or informal system or support can not address the individual's unmet need.

Mental Health Professional: An individual who meets the standards defined in Washington State law. The standards are based on how much education the person has and how much experience the person has in mental health. Most mental health professionals have a Master's Degree and at least two years experience in treating mental health issues.

Psychiatrists, psychologists, psychiatric nurses and social workers are all mental health professionals.

Mental Health Care Provider (MHCP): The individual with the primary responsibility for helping you to develop and complete an individualized plan for mental health rehabilitation services.

Ombuds Service: A free and confidential service to help you when you have a complaint related to your mental health services. The person at the Ombuds service will help you resolve your complaint or problem at the lowest possible level. This service can also help you find other consumer advocates. The Ombuds service is independent of the Regional Support Network (RSN). The Ombuds can also help you when your complaint is not resolved and you need to file a grievance, appeal, or an administrative (fair) hearing.

Ombuds: A person who can help you when you need to file or would like to avoid filing a grievance, appeal, or an administrative (fair) hearing.

Recovery: The belief that everyone has the capacity to improve their quality of life. Recovery looks different for everyone and a person with a mental illness can have an improved quality of living in a community while reaching the best possible level of functioning and well-being.

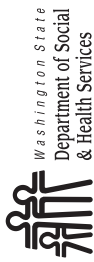
Regional Support Network (RSN): County or groups of counties responsible for local public mental health services.

Request for Service: The time when services are sought or applied for through a telephone call, walk in or written request by the enrollee or the person who can legally consent to treatment.

Stabilization Services: Services provided to Medicaid-enrolled individuals who are experiencing a mental health crisis. These services are provided in the person's own home, or another home-like setting, or a setting which provides safety for the individual and the mental health professional.

Urgent Care: Service provided to persons approaching a mental health crisis. If services are not received within 24 hours of the request, the person's situation is likely to deteriorate to the point that emergent care is necessary.





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